

Equality Impact Assessment (EIA)

This document demonstrates how the council is meeting its duties under the Equality Act 2010, by giving due regard to the requirement to: eliminate discrimination; advance equality of opportunity; and promote good relations.

1. Background

Directorate	Adults Directorate
Service area	Health and Social Care
Title of the activity being assessed i.e. the strategy, plan, policy or service	Gloucestershire Health and Social Care Framework
Brief outline of the proposal(s)	<p>To seek approval to conduct a tender process for a new multi-provider Framework Agreement commencing on 1st April 2024 for the supply of community-based support services for people with an assessed health or social care need including disabilities, autism, a mental health condition and/or older people (circa 15,000 individuals in Gloucestershire).</p> <p>The Framework Contract will include services as follows:</p> <ul style="list-style-type: none"> • Supported Living (with floating support outreach option) • Supported Living - Complex Needs (with floating support outreach option) • Forensic Support Services • Domiciliary Care • Floating / Visiting Support for Children and Young People • Support for People with Complex Physical Health Needs • Extra Care <p>Once the contract is in place it can be used by colleagues in the operational teams to call-off individual packages of care and support.</p>
Who is affected by the proposals?	Service users <input checked="" type="checkbox"/> Workforce <input type="checkbox"/> <div style="border: 1px solid black; width: 200px; height: 20px; margin-left: 400px;"></div>

	Other, please specify:
Decision to be taken and decision maker	Cabinet
Person(s) responsible for completing this assessment	Christine Slade, Commissioning Officer, Integrated Disabilities Commissioning Hub
Date of this assessment	17/5/2023

2. Information Gathering

Briefly outline your approach to consultation and engagement, together with details of any other information and data sources you have utilised:

Research, Consultation and Engagement	
Service users	<p>The work to review the current framework started over 12 months ago in May 2022 and we sought views from the range of stakeholders (internal and external) who have come into contact with the framework contracts, services and processes that sit underneath it. We asked what worked well and what improvements could be made to the terms and specs themselves, the procurement process, the commissioning processes used, communication across the system and the services themselves and allowed an open forum for discussion or comment on anything else that is relevant. We did this over a period of months via meetings and forums.</p> <p>We engaged with individuals via the Partnership Boards (all to include Carers and Collaborative PB)</p> <p>We have collated feedback and presented back to the Partnership Boards and we are co-producing tender questions and evaluation criteria with the Collaborative Partnership Board.</p>
Workforce	N/A
Partners	<p>The work to review the current framework started over 12 months ago in May 2022 and we sought views from the range of stakeholders (internal and external) via surveys, meetings, forums and drop-in events as follows:</p> <ul style="list-style-type: none"> • Commissioners (LD/PD/Autism/OP/MH/CHC/CYPD) • ASC operational leads and teams (as above) • Brokerage/ECM • Quality Team

	<ul style="list-style-type: none"> • GCPA • Existing Providers on the Framework • Providers who were unsuccessful in gaining a place on the framework <p>We have collated and presented back to the Provider Forum and followed up with smaller focus group meetings on specific issues raised in the engagement.</p> <p>We have attended Gloucestershire Care Providers Association (GCPA) events to inform providers of engagement opportunities.</p> <p>We facilitated Drop In sessions across the County where all providers were invited to attend for one to one sessions.</p>
Other	<p><u>BAME Communities</u> The GCC Community Engagement Team have recently completed engagement with BAME representatives and the Black Workers Network within GCC.</p> <p>The themes found within the engagement were general mental health awareness and understanding for the community, accessible information and services, culturally sensitive services, and inequality of healthcare experiences. We reviewed these themes and looked at what we could change in the contract and also at training options providers could undertake to have more awareness of BAME communities and health inequalities.</p> <p><u>LGBT+</u> We have engaged with the Gloucestershire County Council PRISM network to send out a survey asking about the ways people access and understand services and to ask about any perceived barriers to accessing support. We reviewed the information we received and will now review policies we ask Providers to maintain on recruitment processes, training requirements and will review how we ask providers to access information around language considerations and accessible information.</p>

3. Equality Assessment

Briefly explain your assessment of the impact of the proposed activity on the protected characteristics below. This section evidences how the council is giving due regard to the three aims of the general equality duty, which are to: eliminate discrimination; advance equality of opportunity; and promote good relations.

Protected Characteristic	Service Users	Workforce
Age	<p>The contract will ensure that services for all individuals of all ages will be inclusive and accessible whilst ensuring quality statutory care is provided. In Gloucestershire, 30% of individuals receiving statutory care are age 80-89 years old.</p> <p>Care workers will complete competency checks to ensure they communicate with individuals in an age appropriate and accessible way whilst ensuring respect is maintained.</p> <p>The service specification gives detail of Equality and Diversity policies the provider must have and must adhere to. The training matrix also outlines mandatory Equality and Diversity training.</p> <p>The introduction of the Provider Assessment and Market Management Solution (PAMMS) system will help with contract monitoring and care quality and will be able to identify any age profiling quality issues.</p>	Not effected
Disability	<p>The service specifications have been developed to be inclusive and to provide statutory care to all individuals with a disability. This includes individuals with a learning disability, physical disability (including neurological conditions and Acquired Brain Injuries), autism and/or a serious mental illness and/or common mental health conditions, a personality disorder, psychosis and/or substance misuse issues. In Gloucestershire, 16.8% of people have a disability and could be eligible for statutory care services.</p>	Not effected

	<p>The service outlines accessible information for all individuals and in a way that is appropriate for the individual. This will allow for a better understanding of individuals and their needs. It will also help produce achievable outcomes so the individual can lead a more meaningful life.</p> <p>The new contract will include a training matrix which outlines mandatory core training and specialised training for more complex care needs which will aim to reduce any discrimination and ensure that all individuals with disabilities can be supported.</p> <p>We will continue to hear the voices of individuals at the Partnership Boards which will allow for any learning and gaps in provision to be identified.</p>	
Sex	<p>The contract will be inclusive to all individuals of all genders and preferences.</p> <p>The service specification outlines that the provision of statutory care will be delivered in a person-centred way which does not discriminate against sex or sexual preferences. In Gloucestershire we have a nearly even ratio of males to females with females leading with 51%. This percentage is taken from the 2021 Census for the general population in Gloucestershire, however anyone can require the statutory care services at any point in their life.</p> <p>The service specification gives detail of Equality and Diversity policies the provider must have and must adhere to. The training matrix also outlines mandatory Equality and Diversity training.</p> <p>Contract monitoring will be able to identify any over- or under-representation. If any issues are</p>	Not effected

	<p>identified, we can use the lessons learned to ensure we can promote best practice whilst filling any gaps in knowledge.</p>	
Race	<p>The contract will be inclusive to all individuals of all races.</p> <p>The service specification outlines the provision of statutory care will be delivered in a person-centred way which does not discriminate against race or ethnicity.</p> <p>Care staff will be required to complete Equalities and Diversity training and also Health Inequalities Training which allows for better understanding and awareness of BAME communities and health inequalities, an area that was highlighted in the engagement we completed. Providers are also required to have an Equalities, Diversity and Inclusion policy which must be adhered to.</p> <p>Care provision will also ensure information is accessible and in an accessible format and language that is appropriate for the individual.</p> <p>With the use of contract monitoring, we will be able to learn from ethnic profiling so we can promote best practice whilst filling any gaps in knowledge.</p>	Not effected
<p>Gender reassignment Marriage & civil partnership Pregnancy & maternity Religion and/or belief</p>	<p>The contract will be inclusive to all individuals of all genders and gender reassignments, marriage and civil partnerships, pregnancy and maternity,</p>	Not effected

<p>Sexual orientation</p>	<p>religion and/or belief and sexual orientation.</p> <p>The service specification outlines the provision of statutory care will be delivered in a person-centred way which does not discriminate, harass or victimise any individual.</p> <p>It is a requirement of this contract that all care staff complete training (as outlined in the training matrix) which will include mandatory training on Equalities and Diversity and will detail awareness and considerations. Providers are also required to have an Equalities, Diversity and Inclusion policy which must be adhered to.</p> <p>All individuals identified as having statutory care needs will be able to access the service they need regardless of gender and gender reassignments, marriage and civil partnerships, pregnancy and maternity, religion and/or belief and sexual orientation.</p> <p>With the use of PAMMs, contract monitoring and care quality we will be able to identify any profiling quality issues. If any issues are identified, we can use the lessons learned to ensure we can promote best practice whilst filling any gaps in knowledge.</p>	
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4. Completed Actions

Set out how the proposed activity has already been amended following the equality assessment, to maximise the positive impact or minimise the negative impact:

Change	Reason for Change
<p>Individual engagement will now occur via the Partnership Boards using Easy Read documentation.</p>	<p>This will allow us to engage with a range of experts by experience whilst managing expectations.</p>

Providers will initially be sent a survey before focus groups are organised	This will allow an understanding for what areas need improvement and we can then problem solve these with providers in more detail.
Carer engagement will no longer be a survey.	Communication with the Carers Hub informed us that carers currently have survey fatigue and responses are lacking.
There has already been some engagement with BAME Communities, and we need to cross reference what has already been done.	We do not want to continue to ask communities the same questions when we already have the data and information. By asking communities the same questions over again we risk breaking down relationships and trust due to limited change and misleading expectations.
LGBTQIA+ engagement survey will be distributed via the PRISM network.	The PRISM network is made up of 66 individuals who work for Gloucestershire County Council.
Barriers to communication	Changing the method, ensuring easy read and offering more than one method for engagement.

5. Planned Actions

Set out improvements that will be undertaken, following the equality assessment, to further maximise the positive impact or minimise the negative impact:

Potential impact (positive or negative)	Action	By when	Owner
Positive	Reviewing the specifications to ensure the expectations are clear to providers.	June 2023	Christine Slade
Positive	Reviewing training needs of care staff to ensure awareness, equality and diversity considerations are met.	Ongoing	Laurie-Ann Cook
Positive	Ensure that Experts by Experience are involved in the evaluation process and development of the contract to	June 2023	Christine Slade


	enable their voices and experiences to be heard.		
Positive	Ensure the new contract takes into consideration different types of accessible language which providers will abide by.	June 2023	Christine Slade

6. Monitoring and review

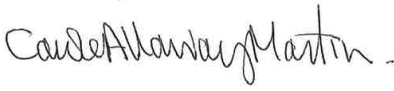
The following processes/actions will be put in place to keep this 'activity' under review:
<p>A project team is already in place for delivery of the procurement and tender strategy and this statement will be reviewed by the group on an ongoing basis.</p> <p>The new contractual arrangements will be underpinned by a robust contract monitoring process in partnership with colleagues in health and social care operations & commissioning plus other stakeholders such as safeguarding and Care Quality Commission (CQC) as and when required.</p> <p>Once implementation has started, monitoring of feedback from stakeholders will take account of protected characteristics and inform this statement.</p>

7. Officer / Decision-maker Sign off

Officer: By signing this statement off as complete you are confirming that 'you' have examined sufficient information across all the protected characteristics and used that information to show due regard to the three aims of the general duty. This has informed the development of the activity

Signature of Senior Officer	
Name of Senior Officer	Professor Sarah Scott
Date	7 July 2023

Decision maker: I am in agreement that sufficient information and analysis has been used to inform the development of this 'activity' and that any proposed improvement actions are appropriate and I confirm that I, as the decision maker, have been able to show due regard to the needs set out in section 149 of the Equality Act 2010.

Signature of decision maker	
Name of decision maker	Cllr Carole Allaway-Martin
Date	10 July 2023

8. Publication

If this document accompanies a Cabinet report or an Individual Cabinet Member (ICM) decision report it will be published, as part of the report publication process, on the GCC website. If this statement is not to be submitted with a Cabinet report or an Individual Cabinet Member (ICM) decision report, please maintain a copy for your own records that can be retrieved for internal review and also in case of future challenge.

Appendix 1 – Service User Data

Details of service users affected by the proposed activity

Protected Characteristic	Service User Data and Information																																				
<p>Age <i>percentage/profile of service user ages</i></p>	<p>Gloucestershire population (based on census 2021 data):</p> <table border="1" data-bbox="483 560 1397 906"> <thead> <tr> <th></th> <th colspan="3">% of Population</th> </tr> <tr> <th></th> <th>0-15</th> <th>16-64</th> <th>65+</th> </tr> </thead> <tbody> <tr> <td>Cheltenham</td> <td>17.2%</td> <td>63.6%</td> <td>19.3%</td> </tr> <tr> <td>Cotswold</td> <td>16%</td> <td>58%</td> <td>26.1%</td> </tr> <tr> <td>Forest of Dean</td> <td>16%</td> <td>58.9%</td> <td>25.1%</td> </tr> <tr> <td>Gloucester</td> <td>19.2%</td> <td>64.1%</td> <td>16.7%</td> </tr> <tr> <td>Stroud</td> <td>17.3%</td> <td>59.4%</td> <td>23.3%</td> </tr> <tr> <td>Tewkesbury</td> <td>18.5%</td> <td>59.3%</td> <td>22.2%</td> </tr> <tr> <td>Gloucestershire</td> <td>17.5%</td> <td>60.8%</td> <td>21.7%</td> </tr> </tbody> </table>		% of Population				0-15	16-64	65+	Cheltenham	17.2%	63.6%	19.3%	Cotswold	16%	58%	26.1%	Forest of Dean	16%	58.9%	25.1%	Gloucester	19.2%	64.1%	16.7%	Stroud	17.3%	59.4%	23.3%	Tewkesbury	18.5%	59.3%	22.2%	Gloucestershire	17.5%	60.8%	21.7%
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<p>Sex <i>percentage/profile of service users who are male and who are female</i></p>	<p>Gloucestershire population (based on census 2021 data):</p> <p>Males: 49% Females: 51%</p>																																				
<p>Disability</p>	<p>Gloucestershire population (based on census 2021 data):</p>																																				

<p><i>percentage/profile of service users who have a disability</i></p>	<p>In 2021, across both England and Wales, the proportion of disabled people was 17.8% (10.4 million). The proportion of people that are disabled has decreased 1.7 percentage points from 2011, when it was 19.5% (10.0 million).</p> <table border="1" data-bbox="483 392 1285 810"> <thead> <tr> <th></th> <th>Disabled under the Equality Act</th> <th>No long term physical or mental health conditions</th> </tr> </thead> <tbody> <tr> <td>Cheltenham</td> <td>15.9%</td> <td>75.9%</td> </tr> <tr> <td>Cotswold</td> <td>15.4%</td> <td>76.4%</td> </tr> <tr> <td>Forest of Dean</td> <td>19.2%</td> <td>73.1%</td> </tr> <tr> <td>Gloucester</td> <td>17.4%</td> <td>75.2%</td> </tr> <tr> <td>Stroud</td> <td>16.9%</td> <td>74.7%</td> </tr> <tr> <td>Tewkesbury</td> <td>16.0%</td> <td>75.8%</td> </tr> <tr> <td>Gloucestershire</td> <td>16.8%</td> <td>75.2%</td> </tr> </tbody> </table>		Disabled under the Equality Act	No long term physical or mental health conditions	Cheltenham	15.9%	75.9%	Cotswold	15.4%	76.4%	Forest of Dean	19.2%	73.1%	Gloucester	17.4%	75.2%	Stroud	16.9%	74.7%	Tewkesbury	16.0%	75.8%	Gloucestershire	16.8%	75.2%
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<p>Race <i>percentage/profile of service users who are from black and minority ethnic backgrounds</i></p>	<p>Information on race in Gloucestershire as shown in the 2021 Census data found:</p> <ul style="list-style-type: none"> • 4.5% of the population were “Other White” accounting to the second largest ethnic group in Gloucestershire • 7% of the population amount to Black, Asian and Other ethnic groups in Gloucestershire 																								
<p>Marriage & civil partnership <i>percentage/profile of service users who are married or</i></p>	<p>Information on marriage and civil partnership shown in the 2022 Population Profile is based on data from the 2021 consensus. It found:</p> <ul style="list-style-type: none"> • 30.5% are single and have never married or registered a same-sex civil partnership. • 50.2% are married. 																								

<p><i>in a civil partnership</i></p>	<ul style="list-style-type: none"> • 0.3% are in a registered same-sex civil partnership. • 2.3% are separated but still legally married or in a same sex civil partnership. • 9.5% are divorced or formerly in a same sex civil partnership which is now legally dissolved. • 7.2% are widowed or a surviving partner from a same sex civil partnership. <p>Data on marriage and civil partnership is not recorded by the service provider. This information would only be requested if pertinent to the support required by the individual and is not requested as part of contract monitoring data.</p>																														
<p>Religion and/or belief <i>percentage/profile of service users religious beliefs</i></p>	<p>Gloucestershire population (based on census 2021 data):</p> <table border="1" data-bbox="486 644 2042 858"> <thead> <tr> <th></th> <th colspan="9">% of population</th> </tr> <tr> <th></th> <th>Christian</th> <th>Buddhist</th> <th>Hindu</th> <th>Jewish</th> <th>Muslim</th> <th>Sikh</th> <th>Other</th> <th>None</th> <th>Not stated</th> </tr> </thead> <tbody> <tr> <td>Gloucestershire</td> <td>49.2%</td> <td>0.4%</td> <td>0.6%</td> <td>0.1%</td> <td>1.4%</td> <td>0.1%</td> <td>0.5%</td> <td>41.4%</td> <td>6.2%</td> </tr> </tbody> </table> <p>Data on religion and/or belief is not recorded by the service provider. This information would only be requested if pertinent to the support required by the individual and is not requested as part of contract monitoring data.</p>		% of population										Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Other	None	Not stated	Gloucestershire	49.2%	0.4%	0.6%	0.1%	1.4%	0.1%	0.5%	41.4%	6.2%
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<p>Gender reassignment <i>percentage/profile of service users who have indicated they are transgender</i></p>	<p>There is qualitative data from the CASA service to show an informal increase of those accessing the Service between the period of April 2019 – March 2023.</p> <p>Gloucestershire population (based on census 2021 data):</p> <table border="1" data-bbox="486 1220 2042 1364"> <thead> <tr> <th></th> <th>Gender identity same as birth</th> <th>Gender identity different from birth</th> <th>Transwoman</th> <th>Transman</th> <th>Non-binary</th> </tr> </thead> <tbody> <tr> <td>Cheltenham</td> <td>94.26</td> <td>0.14</td> <td>0.09</td> <td>0.09</td> <td>0.12</td> </tr> </tbody> </table>		Gender identity same as birth	Gender identity different from birth	Transwoman	Transman	Non-binary	Cheltenham	94.26	0.14	0.09	0.09	0.12																		
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<p>Pregnancy & maternity percentage/profile of service users who are female and who are pregnant or on a maternity leave</p>	<p>There were 5,8000 live births in Gloucestershire in 2020.</p> <table border="1"> <thead> <tr> <th></th> <th colspan="8">% of births by age of mother</th> </tr> <tr> <th></th> <th>Total Number of Births</th> <th>Under 20</th> <th>20-24</th> <th>25-29</th> <th>30-34</th> <th>35-39</th> <th>40-44</th> <th>45+</th> </tr> </thead> <tbody> <tr> <td>Gloucestershire</td> <td>5,800</td> <td>2.1</td> <td>12.4</td> <td>26.5</td> <td>34.5</td> <td>19.5</td> <td>4.5</td> <td>0.5</td> </tr> </tbody> </table> <p>Data on pregnancy and maternity is not recorded by the service provider. This information would only be requested if pertinent to the support required by the individual and is not requested as part of contract monitoring data.</p>		% of births by age of mother									Total Number of Births	Under 20	20-24	25-29	30-34	35-39	40-44	45+	Gloucestershire	5,800	2.1	12.4	26.5	34.5	19.5	4.5	0.5															
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Cotswold	91.49	1.15	0.85	0.19																																							
Forest of Dean	90.61	1.02	0.97	0.29																																							
Gloucester	89.82	1.39	1.36	0.35																																							
Stroud	90.32	1.24	1.15	0.31																																							
Tewkesbury	91.58	1.13	0.86	0.22																																							
Gloucestershire	90.40%	1.28%	1.21%	0.31%																																							

	Data on sexual orientation is not recorded by the service provider. This information would only be requested if pertinent to the support required by the individual and is not requested as part of contract monitoring data.
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Appendix 2 – GCC Workforce Data

Details of Gloucestershire County Council staff affected by the proposed activity

Protected Characteristic	Total number of GCC staff affected:
Age	N/A
Disability	N/A
Sex	N/A
Race	N/A
Gender reassignment	N/A
Marriage & civil partnership	N/A
Pregnancy & maternity	N/A
Religion and/or belief	N/A

Sexual orientation	N/A
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